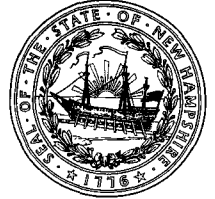




The State of New Hampshire  
**Department of Environmental Services**



Michael P. Nolin  
Commissioner

June 14, 2006

**LETTER OF DEFICIENCY# WSEB 06-055**  
Certified Mail# 7099 3400 0003 6156 4845

L. Todd Bickford  
State of NH DHHS  
Glenclyff Home for the Elderly  
PO Box 77  
Glenclyff, NH 03238-0077

Subject: Benton - Public Water System: Glenclyff Home for the Elderly (EPA# 0224010)

Dear Mr. Bickford:

The records of the NH Department of Environmental Services (DES) show that the Glenclyff Home for the Elderly water system is classified as a public water system (PWS), as defined by RSA 485:1-a. A PWS is defined as any water system serving 15 or more services, or 25 or more people for 60 or more days per year. As such, the water system owner is required to submit samples to the State laboratory or a State-certified laboratory for coliform bacteria analysis in compliance with NH Administrative Rule Env-Ws 325.

DES records show that Acute Maximum Contaminant Level (MCL) violations for total coliform bacteria, as defined in NH Admin. Rule Env-Ws 313.01, have occurred and Boil Orders and Notices of Violation were issued for the following months:

July 2005 and June 2006

**Acute bacteria MCL violations involve the presence of *E. coli* bacteria and pose an immediate threat to public health. As such, these violations require the immediate attention of the water system's representatives.**

DES believes the acute MCL violations can be corrected and future violations prevented by taking the following actions:

1. **By June 23, 2006**, retain the services of a qualified water system consultant to address the system's water quality problems relative to the recent bacteria contamination events; and
2. **By July 12, 2006**, submit to DES for review a copy of the consultant's report which shall include recommendations to correct the bacteria contamination; and
3. **By July 28, 2006**, submit to DES for review and approval an implementation schedule which identifies specific dates by which steps to correct the bacteria contamination will be accomplished.

In the event compliance is not achieved within this period, DES may initiate formal action, including issuing an order requiring the deficiencies to be corrected, initiating an administrative fine proceeding, and/or referring the matter to the NH Department of Justice for imposition of appropriate penalties.

The copy of the **consultant's written report and the implementation schedule** as requested above should be addressed as follows:

Allyson Gourley  
Department of Environmental Services  
Water Supply Engineering Bureau  
29 Hazen Drive, P.O. Box 95  
Concord, NH 03302-0095

Assistance may be available to you through a variety of sources. Financial, managerial and technical assistance is available through either of two government funded technical assistance providers. These are Granite State Rural Water Association ((603)-753-4055) and RCAP Solutions, Inc. (1-800-488-1969). Health related questions may be directed to Dave Gordon of the DES Bureau of Environmental and Occupational Health whose number is 271-4608. If you have any questions regarding this letter, please contact Allyson Gourley at (603) 271-0672 or by email at [agourley@des.state.nh.us](mailto:agourley@des.state.nh.us).

Sincerely,



Sarah Pillsbury, P.G., Administrator  
Water Supply Engineering Bureau

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cc: Gretchen R. Hamel, DES Legal Unit Administrator  
DHHS Health Facility Administration Bureau  
Stanley Holden, Primary Operator  
Town of Benton Health Officer  
EPA, Region 1

ec: Jim Gill, P.E., DES  
Jack Shields, GSRWA  
Robert Morancy, RCAP Solutions, Inc.  
Dave Gordon, DES BEOH